

Public Service Commission



Department Description

The Louisiana Public Service Commission is an independent regulatory agency created in 1921 by Article IV, Section 21 of the Louisiana Constitution. The philosophy of the Public Service Commission is to act impartially and conduct their business openly and fairly with the highest degree of personal and professional dedication, honesty, and integrity. The Commission will remain open to innovation and improvements which are technically and economically sound, and in the public interest. They will evaluate and consider all technical tools to improve the efficiency of the Commission and simplify procedures for utility service providers and the public. The Commission will continue to evaluate its work force and organizational structure to maximize employee productivity, minimize cost, and promote the highest ethical and professional conduct.

For additional information, see:

[Public Service Commission](#)

Department Budget Summary

	Prior Year Actuals FY 2023-2024	Enacted FY2024-2025	Existing Operating Budget (EOB) as of 12/01/24	Continuation FY 2025-2026	Recommended FY 2025-2026	Total Recommended Over/(Under) EOB
Means of Finance:						
State General Fund (Direct)	\$0	\$0	\$0	\$0	\$0	\$0
State General Fund by:						
Interagency Transfers	0	0	0	0	0	0
Fees & Self-generated	9,006,803	10,473,235	10,473,235	10,940,990	10,952,836	479,601
Statutory Dedications	0	0	0	0	0	0
Federal Funds	0	0	0	0	0	0
Total Means of Financing	9,006,803	10,473,235	10,473,235	10,940,990	10,952,836	479,601



Department Budget Summary

	Prior Year Actuals FY 2023-2024	Enacted FY2024-2025	Existing Operating Budget (EOB) as of 12/01/24	Continuation FY 2025-2026	Recommended FY 2025-2026	Total Recommended Over/(Under) EOB
Expenditures and Request:						
Public Service Commission	9,006,803	10,473,235	10,473,235	10,940,990	10,952,836	479,601
Total Expenditures	9,006,803	10,473,235	10,473,235	10,940,990	10,952,836	479,601
Authorized Positions						
Classified	77	77	77	77	77	0
Unclassified	18	18	18	18	18	0
Total Authorized Positions	95	95	95	95	95	0
Authorized Other Charges Positions	0	0	0	0	0	0



04-158-Public Service Commission

Agency Description

The Public Service Commission's (PSC) mission is to impartially, equitably, and efficiently regulate the rates and services of public utilities and common carriers operating in the State so as to ensure safe, reliable, and reasonably priced services for consumers and provide the opportunity for a fair rate of return for the regulated utilities and common carriers and to carry out legislative mandates, such as Do Not Call regulation.

The goals of the Public Service Commission are as follows:

- Promulgate and enforce reasonable and transparent rules, regulations, and procedures for the fair and efficient regulation of public utilities and common carriers, and for carrying out constitutional and legislative mandates in the State of Louisiana.
- Continue to work with jurisdictional utilities, private industries and consumer groups to establish competitive, innovative, equitable rates for customers in an effort to grow and attract new business while preserving fair, affordable rates.
- Provide thorough and specific training to ensure PSC-wide knowledge of substantive laws, regulations, and policies pertinent to PSC regulation and proceedings.
- Facilitate advanced, innovative, economic and prudent utility infrastructure investment consistent with environmentally, technologically and economically sound practices for the benefit of Louisiana citizens and businesses.
- Modernize business applications to allow user-friendly access to PSC information and records.
- Educate consumers on issues relating to public utility, common carrier, and Do Not Call regulation.
- Provide compliance oversight to protect consumers and the public interest; take fair and appropriate action to address instances of non-compliance.
- Expedite resolution of disputes between consumers and utilities.

Act 1078 of 2003 (Women and Families): The agency is fully committed to ensuring full compliance with all human resources policies that provide assistance and support to females and families. All policies are monitored for compliance with state and federal rules and regulations. Initiatives that are presently utilized are:

- Work schedules and work hours: Availability of flexible work schedules and work hours for employees.
- Crisis Leave Pool: Accessibility to a pool of annual leave that may be used by eligible employees who cannot work due to the catastrophic illness or injury of themselves or an eligible family member, when the employee has insufficient paid leave to cover the crisis period.
- In accordance with federal law, the Department supports the Family and Medical Leave Act (FMLA) and upholds practices within those guidelines, supporting employees and families.
- Continuing to develop human resource policies to ensure that management and employees are kept abreast of human resources issues.

Agency Budget Summary

	Prior Year Actuals FY 2023-2024	Enacted FY2024-2025	Existing Operating Budget (EOB) as of 12/01/24	Continuation FY 2025-2026	Recommended FY 2025-2026	Total Recommended Over/(Under) EOB
Means of Finance:						
State General Fund (Direct)	\$0	\$0	\$0	\$0	\$0	\$0
State General Fund by:						
Interagency Transfers	0	0	0	0	0	0
Fees & Self-generated	9,006,803	10,473,235	10,473,235	10,940,990	10,952,836	479,601
Statutory Dedications	0	0	0	0	0	0
Federal Funds	0	0	0	0	0	0
Total Means of Finance	9,006,803	10,473,235	10,473,235	10,940,990	10,952,836	479,601
Expenditures and Request:						
Administrative	3,645,921	4,093,054	4,093,054	4,256,621	4,298,323	205,269
Support Services	1,970,553	2,399,366	2,399,366	2,484,189	2,487,903	88,537
Motor Carrier Registration	441,805	590,429	590,429	674,606	674,034	83,605
District Offices	2,948,524	3,390,386	3,390,386	3,525,574	3,492,576	102,190
Total Expenditures	9,006,803	10,473,235	10,473,235	10,940,990	10,952,836	479,601
Authorized Positions						
Classified	77	77	77	77	77	0
Unclassified	18	18	18	18	18	0
Total Authorized Positions	95	95	95	95	95	0
Authorized Other Charges Positions	0	0	0	0	0	0



1581-Administrative

Program Authorization

Constitution of State of Louisiana, Article IV, Section 21; Louisiana Revised Statutes 36:721 and 722; 45:844.11 et seq

Program Description

The mission of the Administrative program is to provide executive leadership, fiscal, legal, information technology and general support functions, and the oversight necessary for efficient operation of the Commission resulting in achievement of the department's overall mission of regulating public utilities and common carriers.

The goals of the Administrative Program are to:

- I. Effectively manage and provide necessary administrative and operational support to all programs of the Commission through policy development, communication, and dissemination of information
- II. Provide legal services and support to all programs to ensure that all matters are processed through the Commission in a timely manner
- III. Ensure fiscal reliability and promote the use of technology to improve efficiency and effectiveness
- IV. Seek to ensure that Do Not Call consumer problems, issues, and complaints are sufficiently monitored and addressed efficiently.

The Administrative Program includes the following activities:

- Executive: Directs all operations of the PSC except those performed in District Offices which are under the supervision of the five elected Commissioners. The Commission currently regulates 1,000+ public utilities and common carriers. The Executive Division ensures the efficient and accountable operation of all activities within the department by providing the highest quality of leadership, professionalism, and oversight necessary to remain on the forefront of utility, common carrier, and Do Not Call regulation. At the same time, the role of the Executive Division includes monitoring, analysis, and management of state and federal legislation in regard to energy, utilities, climate change, common carriers, fiscal matters, and any other pertinent issues. Additionally, the Executive Division's expertise and leadership provides advice and counsel as well as any other necessary and/or requested support to the Commissioners.
- The Office of Executive Counsel (OEC), which includes the Legal Division, serves as the legal representative of the Commission at all levels, including all matters before the Commission, as well as in the Judicial System before the 19th Judicial Court, other state courts, and other state and federal regulatory bodies, to ensure the Commission fulfills its constitutional mandated duties. The OEC also advises the Commission in areas of administrative law, civil service regulations, public records and open meeting laws, governmental ethics issues and any other legal issues that may arise during the course of agency operations. The OEC represents the Commission in prosecuting the violators of the Do Not Call solicitation program and violations of any other constitutional or legislatively delegated program. The Legal Division represents the Commission as counsel of record in all docketed cases before the Commission, including complaints against regulated companies, Commission investigations, rate cases, and rulemaking proceedings. Legal Staff is responsible for accurate and orderly processing of all formal proceedings that are acted upon by the Commission, including investigations and issuing discovery regarding complaints and applications; prosecutes regulated entities for violating orders, rules, and regulations; develops regulatory plans; assists in the determination of the opportunity for earnings of regulated entities; and drafts Commission Orders, which formalize Commission decisions. In addition to the above, Legal Staff initiates and issues recommendations and proposals in rulemaking dockets, which ultimately result in regulations applicable to regulated entities.
- The Management and Finance division is responsible for providing services necessary to the overall operation of the Commission. The division consists of the following:

- **Fiscal:** Fiscal successfully manages accounts payable and receivable, revenue collection and classification of approximately \$10 million annually; accountable for property control, fleet management program, supplies, inventory, and the safety program. Staff is responsible for managing the department’s appropriation by compiling the necessary information for budget development, budget projections, and monitoring budget changes through expenditures, revenue collections, legislation and mid-year budget adjustments.
- **Human Resources:** Provides a positive service experience for the PSC though the management of all personnel matters, including ensuring compliance with Civil Service Rules and applicable State and Federal laws.
- **Information Technology:** Provides exceptional end user support, delivers high quality custom applications and solutions while maintaining a innovative, reliable and secure computing environment.
- **The “Do Not Call” (DNC) Program** was created by the “Telephone Solicitation Relief Act of 2001,” which recognized that becoming a residential telephone subscriber should not undermine or lessen a person’s right of privacy and found that there was a compelling state interest to protect the privacy of such subscribers who wish to avoid unsolicited and unwanted telephone solicitations. As a result, the “Do Not Call General Order” (DNC GO) was developed to provide the rules and regulations necessary to implement this program activity, and as of January 1, 2002, the DNC Program has been providing this protection for our residents. There is no cost to any Louisiana taxpayer or consumers that choose to participate in the program. Businesses that wish to offer their products or services by telephone must operate in compliance with the DNC GO. Absent an authorized exemption, these companies pay a fee to register and obtain the information they need to prevent making calls in violation of the DNC Program. Consumers registered with the program may submit complaints reporting any non-exempt solicitation they receive. A telemarketer that operates in violation of the DNC GO can be cited, and ultimately be required to pay significant penalties. Such penalties provide a real deterrent to unauthorized infringement of our consumer’s privacy. Enforcement investigations of complaints are conducted, using all available resources. Staff members are trained, knowledgeable, and able to respond to questions regarding not only DNC issues, but the frequently related subjects of fraud and identity theft, debt collection, and market research. In declared states of emergency, the DNC GO provides for a suspension of all telephonic solicitation. This action can be crucial when phone lines are compromised and resources must be reserved for vital emergency response communications.

Program Budget Summary

	Prior Year Actuals FY 2023-2024	Enacted FY2024-2025	Existing Operating Budget (EOB) as of 12/01/24	Continuation FY 2025-2026	Recommended FY 2025-2026	Total Recommended Over/(Under) EOB
Means of Finance:						
State General Fund (Direct)	\$0	\$0	\$0	\$0	\$0	\$0
State General Fund by:						
Interagency Transfers	0	0	0	0	0	0
Fees & Self-generated	3,645,921	4,093,054	4,093,054	4,256,621	4,298,323	205,269
Statutory Dedications	0	0	0	0	0	0
Federal Funds	0	0	0	0	0	0
Total Means of Finance	3,645,921	4,093,054	4,093,054	4,256,621	4,298,323	205,269
Expenditures and Request:						
Personnel Services	3,031,540	3,400,373	3,400,373	3,579,783	3,579,783	179,410
Operating Expenses	104,173	121,031	121,031	123,621	165,332	44,301
Professional Services	749	5,000	5,000	5,107	5,000	0
Other Charges	469,772	526,519	526,519	522,685	522,783	(3,736)



Program Budget Summary

	Prior Year Actuals FY 2023-2024	Enacted FY2024-2025	Existing Operating Budget (EOB) as of 12/01/24	Continuation FY 2025-2026	Recommended FY 2025-2026	Total Recommended Over/(Under) EOB
Acquisitions & Major Repairs	39,689	40,131	40,131	25,425	25,425	(14,706)
Total Expenditures & Request	3,645,921	4,093,054	4,093,054	4,256,621	4,298,323	205,269

Authorized Positions

Classified	28	28	28	28	28	0
Unclassified	3	3	3	3	3	0
Total Authorized Positions	31	31	31	31	31	0
Authorized Other Charges Positions	0	0	0	0	0	0

Source of Funding

This program is funded with the following:

- Funds re-classified as Fees and Self-generated Revenues:
 - Telephonic Solicitation Relief Dedicated Fund Account (R.S. 45:844.14)
 - Utility and Carrier Inspection and Supervision Dedicated Fund Account (R.S. 45:1177)

Adjustments from Existing Operating Budget

General Fund	Total Amount	Table of Organization	Description
0	4,093,054	31	Existing Operating Budget as of 12/01/2024

Statewide Adjustments

\$0	\$25,425	0	Acquisitions & Major Repairs
\$0	\$1,471	0	Capitol Park Security
\$0	\$179	0	Civil Service Fees
\$0	\$23,327	0	Civil Service Training Series
\$0	\$10,826	0	Group Insurance Rate Adjustment for Active Employees
\$0	\$5,813	0	Group Insurance Rate Adjustment for Retirees
\$0	\$(1,187)	0	Legislative Auditor Fees
\$0	\$64,821	0	Market Rate Classified
\$0	\$(40,131)	0	Non-Recurring Acquisitions & Major Repairs
\$0	\$(52)	0	Office of State Procurement
\$0	\$(81)	0	Office of Technology Services (OTS)
\$0	\$47,296	0	Related Benefits Base Adjustment
\$0	\$96	0	Rent in State-Owned Buildings
\$0	\$(32,507)	0	Retirement Rate Adjustment
\$0	\$(3,828)	0	Risk Management
\$0	\$59,834	0	Salary Base Adjustment
\$0	\$(334)	0	UPS Fees
0	160,968	0	Total Statewide

Non-Statewide Adjustments

\$0	\$5,000	0	Increases in out of state travel for attorneys, auditors, and commissioners to attend federal proceedings, conventions, meetings, and trainings.
\$0	\$39,301	0	Increases in regulatory membership dues, software maintenance, Westlaw online, District Office annual rent increases, server hardware extended maintenance, and the Monroe District Office relocation.
0	44,301	0	Total Non-Statewide
0	4,298,323	31	Total Recommended



Fees & Self-generated

Fund	Prior Year Actuals FY 2023-2024	Enacted FY2024-2025	Existing Operating Budget (EOB) as of 12/01/24	Continuation FY 2025-2026	Recommended FY 2025-2026	Total Recommended Over/(Under) EOB
Motor Carrier Regulation Dedicated Fund Account	16	0	0	0	0	0
Utility and Carrier Inspection/ Supervision Ded Fund Account	3,464,479	3,893,308	3,893,308	4,055,732	4,097,812	204,504
Telephonic Solicitation Relief Dedicated Fund Account	181,427	199,746	199,746	200,889	200,511	765

Professional Services

Amount	Description
Professional Services:	
\$5,000	Legal services for personnel matters
\$5,000	TOTAL PROFESSIONAL SERVICES

Other Charges

Amount	Description
Other Charges:	
\$11,700	Do Not Call Program: Issuance of subpoenas. The program is designed to reduce the number of unwanted telephone solicitation calls to residential telephone subscribers. The Commission investigates all complaints received concerning violations. If, after investigating such complaints, there has been a violation of regulations the enforcement process includes issuing subpoenas for telephone records.
\$14,350	Geographic Information System (GIS) Power Outage Mapping enhancements: This system allows the agency to import forecasted storm tracks and perform data queries to efficiently identify electric power provider and/or operational status during storm events and through the recovery phase. It is designed to create a real-time detailed map of utility outages at the Parish level down to the street level. The system also manages data associated with carrier service outages and restoration. The reporting application is a vital feature of the State's response to weather-related emergencies.
\$26,050	SUB-TOTAL OTHER CHARGES
Interagency Transfers:	
\$26,731	Civil Service Fees
\$52,311	Office Technology Services (OTS) Fees
\$551	Office of State Procurement (OSP) Fees
\$10,900	DEQ - East Baton Rouge Sheriff's Office Galvez security cost allocation.
\$41,345	Legislative Auditor Fees
\$6,100	Office of Technology Services - Postage and Mail services
\$550	Office of Technology Services - Printing services
\$58,972	Office of Technology Services - Telephone and Data Services
\$206,603	Rent in State-owned Buildings
\$44,004	Office of Risk Management (ORM) Premiums
\$44,792	Capitol Park Security Fees
\$3,874	Uniform Payroll System (UPS) Fees
\$496,733	SUB-TOTAL INTERAGENCY TRANSFERS
\$522,783	TOTAL OTHER CHARGES

Acquisitions and Major Repairs

Amount	Description
Acquisitions and Major Repairs:	
\$25,425	Replacement of computer equipment and software, server, law library/reference materials, and office equipment.
\$25,425	TOTAL ACQUISITIONS AND MAJOR REPAIRS



Objective: 1581-01 Through the Executive activity, provide the leadership and oversight necessary to efficiently and effectively achieve the objectives established for all department programs.

Children's Budget Link N/A

HR Policies Beneficial to Women and Families Link N/A

Other Links (TANF, Tobacco Settlement, Workforce Development Commission, or Other) N/A

Performance Indicator Name	Actuals FY 23-24	Initially Appropriated FY 24-25	Existing Standard FY 24-25	Continuation Budget FY 25-26	Executive Budget FY 25-26
[K] Percentage of program objectives achieved	76.9	92.3	92.3	92.3	92.3
[K] Percentage of outage reports and outage maps provided to the GOHSEP by established deadlines or as required	0%	100%	100%	100%	100%
[S] Number of days activated/mandated	0	0	0	0	0
[S] Number of days reports submitted timely	0	0	0	0	0

Objective: 1581-02 Through the Management and Finance activity, ensures fiscal reliability, and maximize human resource assets to Department in accordance with state regulations, and prevent audit findings.

Children's Budget Link N/A

HR Policies Beneficial to Women and Families Link N/A

Other Links (TANF, Tobacco Settlement, Workforce Development Commission, or Other) N/A

Performance Indicator Name	Actuals FY 23-24	Initially Appropriated FY 24-25	Existing Standard FY 24-25	Continuation Budget FY 25-26	Executive Budget FY 25-26
[K] Percentage of annual premium credit from ORM	4.9	4.9	4.9	4.9	4.9
[S] Number of repeat reportable audit findings	0	0	0	0	0
[S] Number of repeat reportable Civil Service audit findings	0	0	0	0	0
[K] Percentage of requests for software development scheduled within 5 business days	0%	98%	98%	98%	98%
[K] Percentage of helpdesk requests completed within 2 business days	99.5	98%	98%	98%	98%
[S] Number of software development requests	0	4	4	4	4
[S] Number of helpdesk requests received	220	400	400	400	400
[S] Savings resulting from annual premium credit	2,411	2,411	2,411	2,335	2,335

Objective: 1581-03 Through the Office of Executive Counsel activity, provide the skilled representation to the Commission to efficiently and effectively achieve the objectives established by the Commission in a timely and efficient manner in furtherance of the Commission's constitutional and legislative mandates.

Children's Budget Link N/A

HR Policies Beneficial to Women and Families Link N/A

Other Links (TANF, Tobacco Settlement, Workforce Development Commission, or Other) N/A

Performance Indicator Name	Actuals FY 23-24	Initially Appropriated FY 24-25	Existing Standard FY 24-25	Continuation Budget FY 25-26	Executive Budget FY 25-26
[K] Percentage of rate cases completed in one year	57.1	82%	82%	82%	82%
[S] Number of orders issued	105	78	78	78	78
[K] Percentage of Division orders issued within 30 days	86.4	85%	85%	85%	85%
[S] Number of rate cases heard	35	20	20	20	20
[K] Average number of days to issue orders	28.2	27	27	27	27
[S] Average length of time to complete rate cases (months)	15.1	10	10	10	10



Objective: 1581-04 Through the Do Not Call activity, achieve a resolution rate of at least 95% of complaints received by the Do Not Call Program within 100 business days of receipt of complete information.

Children's Budget Link N/A

HR Policies Beneficial to Women and Families Link N/A

Other Links (TANF, Tobacco Settlement, Workforce Development Commission, or Other) N/A

Performance Indicator Name	Actuals FY 23-24	Initially Appropriated FY 24-25	Existing Standard FY 24-25	Continuation Budget FY 25-26	Executive Budget FY 25-26
[S] Number of complaints received	22	20	20	15	15
[S] Number of complaints resolved.	25	17	17	14	14
[S] Average number of days to process complaints.	74.3	20	20	10	10
[K] Percentage of complaints resolved within 100 business days	90.9	95%	95%	95%	95%

General Performance Indicators

Performance Indicator Name	Prior Year Actuals FY 2019-2020	Prior Year Actuals FY 2020-2021	Prior Year Actuals FY 2021-2022	Prior Year Actuals FY 2022-2023	Prior Year Actuals FY 2023-2024
Number of registered solicitors (telemarketers)	1,471	2,118	1,498	1,441	1,373
Amount of solicitor registration collections	217,000	232,301	230,401	227,700	226,100
Number of registered residential telephone subscribers	3,333,419	3,361,626	3,393,190	3,425,751	3,468,320
Amount of collections from solicitor violations	\$0	\$0	\$0	\$0	\$0

1582-Support Services

Program Authorization

Constitution of State of Louisiana, Article IV, Section 21; Louisiana Revised Statutes 36:721 and 722; 45:1161 et seq; 45:1177 (A)(2) and (3) and (C); 45:1177.1; 45:1177.1; 45:1180 and 45:1181 (A), et seq.

Program Description

The mission of the Support Services Program is to review, analyze, and investigate rates, as well as charges filed before the Commission with respect to prudence and adequacy of those rates; to manage the progress of adjudicatory proceedings and conduct evidentiary hearings in an impartial, fair, professional, and orderly manner; and to make rulings and recommendations to the Commissioners which are just and generate the highest degree of public confidence in the Commission's integrity and fairness.

The goals of the Support Services Program are to:

- I. Ensure that jurisdictional companies' rates are fair and reasonable to the consumer and provide the opportunity for a fair rate of return to the company by providing the Commission with accurate reporting of regulated utility and common carrier companies' financial condition; level of earnings; rate of return; adherence to federal, state, local and Public Service Commission laws, regulations, and guidelines to assist in decision-making responsibilities.
- II. Ensure that all parties to adjudicatory hearings are provided a fair and impartial hearing, orderly progress of the case, a complete record, and a sound decision.

The Administrative Program includes the following activities:

- **Utilities:** The State Constitution establishes the Commission's authority to regulate public utilities and common carriers. The Utilities Division, which oversees the Audit Division, is tasked with the implementation of this mandate. The Utilities Division is responsible for the maintenance of all rate schedules and terms of service filings of all regulated utilities and telecommunication service providers, including overall historical records of rates, terms of service, and correspondence filings. The Utilities Division maintains and manages the annual reports, compliance reports, and other reports required to be filed by the utilities and telecommunications service providers subject to Commission authority. It assists and advises other staff members, consumers, and industry representatives on a wide variety of utility related topics which could include Commission initiated or third party requested investigations. It also provides to the public, industry, and governmental agencies statistical data such as utility rate and fee comparisons, fuel and natural gas costs, and utility outages during state declared emergencies. With the assistance of the Audit Division, the Utilities Division examines and audits electric utility fuel adjustments and local distribution gas utility purchases of natural gas. The Audit Division provides the Commission with financial and compliance audit expertise. During the course of conducting its review and analysis of rate increase proposals and Rate Stabilization Plan (RSP) annual filings, the Audit Division determines the accuracy of the regulated company's overall results of operations, rate base, and rates of return on equity and capital, upon which consumer rates are based. The Audit Division conducts cost of capital studies, as necessary, and issues reports and makes recommendations on utility rates to the Commission, to ensure that consumers pay fair and reasonable rates and regulated utilities have the opportunity to earn a reasonable return on their investment. The Audit Division also reviews and analyzes site specific utility rate filings and utility asset management agreements, which impact economic development in the state. In addition to conducting rate increase reviews for regulated utilities, the Audit Division is also responsible for conducting reviews and analyses for rate increase proposals of regulated common carriers, including passenger, waste hauling, household goods moving, non-consensual towing, and pipeline services. The Audit Division also conducts annual audits to determine whether common carriers and public utilities regulated by the PSC are compliant with all Inspection and Supervision Fee (ISF) filings and payments, as required by Louisiana R.S. 45:1177.



- Administrative Hearings:** The Administrative Hearings Division (AHD) conducts fair and impartial public evidentiary hearings on complex issues within the Commission’s jurisdiction, creates a public record and transcript of the proceedings, prepares proposed findings of fact and conclusions of law for consideration by the Commissioners in making final decisions, and renders final decisions where such authority has been delegated by the Commission. The utility cases handled by the AHD are quite possibly the most complex and financially significant of any cases currently handled by administrative law judges (or the equivalent thereof) in any Louisiana state agency. The AHD handles cases that: (1) have statewide application – affecting citizens, public utilities, certain common carriers, industries, and commercial enterprises throughout the state; (2) have significant impact on economic development in the state including whether Louisiana is perceived as favorable to business and industry; (3) are extremely technical, involving testimony presented predominantly by expert witnesses; (4) are monetarily significant – resulting in multi-million and billion dollar decisions; and (5) involve constitutionally protected property rights. Through a delegation of authority from the Commissioners, the administrative law judges issue subpoenas; administer oaths; convene status conferences and prehearing conferences; establish procedural schedules; preside over hearings; compel discovery; examine witnesses; make evidentiary rulings; accept testimony and exhibits into evidence; require the filing of memoranda of law and the presentation of oral argument; receive offers of proof; submit written proposed findings of fact and conclusions of law to the Commissioners; make final determinations in proceedings where the Commissioners have delegated such authority; render interlocutory rulings on motions, exceptions and other preliminary matters; and prepare orders. Court reporters record all hearings and Commission Business and Executive Sessions and prepare verbatim transcripts as well as assemble hearing exhibits admitted or proffered into the record by the parties for all hearings; transcripts and exhibits are made available to the public and utilized in the Commission’s decision-making and become part of the official record if a Commission decision is appealed.

Program Budget Summary

	Prior Year Actuals FY 2023-2024	Enacted FY2024-2025	Existing Operating Budget (EOB) as of 12/01/24	Continuation FY 2025-2026	Recommended FY 2025-2026	Total Recommended Over/(Under) EOB
Means of Finance:						
State General Fund (Direct)	\$0	\$0	\$0	\$0	\$0	\$0
State General Fund by:						
Interagency Transfers	0	0	0	0	0	0
Fees & Self-generated	1,970,553	2,399,366	2,399,366	2,484,189	2,487,903	88,537
Statutory Dedications	0	0	0	0	0	0
Federal Funds	0	0	0	0	0	0
Total Means of Finance	1,970,553	2,399,366	2,399,366	2,484,189	2,487,903	88,537
Expenditures and Request:						
Personnel Services	1,772,016	2,206,502	2,206,502	2,291,663	2,291,663	85,161
Operating Expenses	42,775	49,651	49,651	50,713	54,427	4,776
Professional Services	0	0	0	0	0	0
Other Charges	127,644	135,713	135,713	135,713	135,713	0
Acquisitions & Major Repairs	28,118	7,500	7,500	6,100	6,100	(1,400)
Total Expenditures & Request	1,970,553	2,399,366	2,399,366	2,484,189	2,487,903	88,537
Authorized Positions						
Classified	21	21	21	21	21	0
Unclassified	0	0	0	0	0	0
Total Authorized Positions	21	21	21	21	21	0
Authorized Other Charges Positions	0	0	0	0	0	0



Source of Funding

This program is funded with:

- Funds re-classified as Fees and Self-generated Revenues:
 - Utility and Carrier Inspection and Supervision Dedicated Fund Account (R.S. 45:1177)

Adjustments from Existing Operating Budget

General Fund	Total Amount	Table of Organization	Description
0	2,399,366	21	Existing Operating Budget as of 12/01/2024
Statewide Adjustments			
\$0	\$6,100	0	Acquisitions & Major Repairs
\$0	\$4,631	0	Civil Service Training Series
\$0	\$6,232	0	Group Insurance Rate Adjustment for Active Employees
\$0	\$5,425	0	Group Insurance Rate Adjustment for Retirees
\$0	\$49,596	0	Market Rate Classified
\$0	\$(7,500)	0	Non-Recurring Acquisitions & Major Repairs
\$0	\$17,525	0	Related Benefits Base Adjustment
\$0	\$(20,387)	0	Retirement Rate Adjustment
\$0	\$22,139	0	Salary Base Adjustment
0	83,761	0	Total Statewide
Non-Statewide Adjustments			
\$0	\$3,000	0	Increases in out of state travel for attorneys, auditors, and commissioners to attend federal proceedings, conventions, meetings, and trainings.
\$0	\$1,776	0	Increases in regulatory membership dues, software maintenance, Westlaw online, District Office annual rent increases, server hardware extended maintenance, and the Monroe District Office relocation.
0	4,776	0	Total Non-Statewide
0	2,487,903	21	Total Recommended

Fees & Self-generated

Fund	Prior Year Actuals FY 2023-2024	Enacted FY2024-2025	Existing Operating Budget (EOB) as of 12/01/24	Continuation FY 2025-2026	Recommended FY 2025-2026	Total Recommended Over/(Under) EOB
Utility and Carrier Inspection/ Supervision Ded Fund Account	1,970,553	2,399,366	2,399,366	2,484,189	2,487,903	88,537

Professional Services

Amount	Description
Professional Services:	
This program does not have funding recommended for Professional Services	



Other Charges

Amount	Description
	Other Charges:
\$8,000	Enhancements to the PSC Case Management application. The application includes full agency automation and case management functionality. This includes electronic filing of tariffs and applications, electronic routing, and management of dockets, agendas, calendars, hearings, PSC meetings, digital signatures, and fees. The system has been designed to facilitate all aspects of electronic filing from the initial application through the complete life of the filing.
\$1,250	Shredding services
\$9,250	SUB-TOTAL OTHER CHARGES
	Interagency Transfers:
\$2,550	Office of Technology Services (OTS) - Email Services
\$2,800	Office of Technology Services (OTS) - Postage and Mail Services
\$25,875	Office of Technology Services (OTS) - Telephone and Data Services
\$95,238	Rent in State-owned Buildings
\$126,463	SUB-TOTAL INTERAGENCY TRANSFERS
\$135,713	TOTAL OTHER CHARGES

Acquisitions and Major Repairs

Amount	Description
	Acquisitions and Major Repairs:
\$6,100	Law library and reference material updates
\$6,100	TOTAL ACQUISITIONS AND MAJOR REPAIRS

Objective: 1582-01 Through the Utilities activity, generate \$110 million in direct and indirect savings to utilities rate payers through prudent review of existing and proposed rate schedules.

Children's Budget Link N/A

HR Policies Beneficial to Women and Families Link N/A

Other Links (TANF, Tobacco Settlement, Workforce Development Commission, or Other) N/A

Performance Indicator Name	Actuals FY 23-24	Initially Appropriated FY 24-25	Existing Standard FY 24-25	Continuation Budget FY 25-26	Executive Budget FY 25-26
[S] Number of utility rate filings	26	30	30	30	30
[K] Indirect savings to rate payers (millions)	61.22	\$50	\$50	\$30	\$30
[K] Direct savings to rate payers (millions)	\$0	\$100	\$100	\$50	\$50

Objective: 1582-02 Through the Administrative Hearings activity, ensure 98% of proposed recommendations to the Commissioners are issued within 120 days of close of record following each public hearing.

Children's Budget Link N/A

HR Policies Beneficial to Women and Families Link N/A

Other Links (TANF, Tobacco Settlement, Workforce Development Commission, or Other) N/A

Performance Indicator Name	Actuals FY 23-24	Initially Appropriated FY 24-25	Existing Standard FY 24-25	Continuation Budget FY 25-26	Executive Budget FY 25-26
[K] Percentage of recommendations issued within 120 days	100%	98%	98%	98%	98%
[S] Average length of time to issue proposed recommendation	8.9	20	20	20	20
[S] Number of cases heard	65	150	150	150	150
[S] Number of recommendations issued	191	175	175	175	175



Objective: 1582-03 Through the Administrative Hearings activity, ensure that at least 95% of Public Service Commission orders assigned to division will be issued within 30 days of decision.

Children's Budget Link N/A

HR Policies Beneficial to Women and Families Link N/A

Other Links (TANF, Tobacco Settlement, Workforce Development Commission, or Other) N/A

Performance Indicator Name	Actuals FY 23-24	Initially Appropriated FY 24-25	Existing Standard FY 24-25	Continuation Budget FY 25-26	Executive Budget FY 25-26
[K] Percentage of Division orders issued within 30 days	100%	95%	95%	95%	95%
[S] Average number of days to issue orders	1.9	10	10	10	10
[S] Number of orders issued	178	175	175	175	175



1583-Motor Carrier Registration

Program Authorization

Constitution of State of Louisiana, Article IV, Section 21; Louisiana Revised Statutes 36:721 and 722; 45:161 et seq

Program Description

The mission of the Motor Carrier Registration Program is to provide fair and impartial regulation of intrastate common and contract carriers offering services for hire.

The goals of the Motor Carrier Registration Program are:

- I. Administer the rules and orders of the Commission to assure the public of safe and dependable transportation services.
- II. More effective enforcement activities to improve carrier compliance with regulatory requirements; thus, protecting the consumer and carriers against unjust, unreasonable and discriminatory rates and charges.

The Motor Carrier Registration Program includes the following activity:

- The Motor Carrier Division activity fulfills its constitutional and statutory mandates by providing fair and impartial regulation of intrastate common and contract carriers offering services for hire. The Division administers and enforces the rules and orders of the Commission and the laws of Louisiana to assure the public has safe, dependable and reasonably priced transportation services provided by the carriers of household goods, waste, passengers, pipelines, and by the providers of non-consensual towing and recovery. The Division regulates approximately 800+ common carriers statewide. Staff receives and processes applications for authority. By statute, carriers of waste must apply to the Commission for authority and prove fitness in a hearing. Waste applicants are assisted with their application and the hearing process, if necessary. If the waste applicant proves fitness and the authority is granted, the applicant is assisted with the registration process. All other applicants, which includes carriers of household goods, passengers, saltwater, pipelines and providers of non-consensual towing and recovery, are required to receive Staff approval for the issuance of authority, and are assisted with the registration process. Staff maintains insurance filings on all certificated carriers verifying that said carriers have continuously effective insurance coverage as required by law. Staff receives and reviews Annual Reports from all certificated carriers assuring that said carriers are financially viable and able to provide the services to the public for which they were granted authority. Staff receives and reviews request for pipeline rate increases assuring that said pipelines charge rates that are just and reasonable, and not unreasonably discriminatory, for services offered under the same or similar circumstances. Enforcement includes audits of licensed waste disposal sites and the investigation of consumer and motor carrier complaints. Citations are issued to carriers and shippers when it is determined that the rules of the Commission and the laws of Louisiana have been violated. The Motor Carrier Division also provides an ongoing review of all motor carrier and pipeline regulations through the Commission’s rulemaking process to continually meet the needs of the public, including regulated carriers.

Program Budget Summary

	Prior Year Actuals FY 2023-2024	Enacted FY2024-2025	Existing Operating Budget (EOB) as of 12/01/24	Continuation FY 2025-2026	Recommended FY 2025-2026	Total Recommended Over/(Under) EOB
Means of Finance:						
State General Fund (Direct)	\$0	\$0	\$0	\$0	\$0	\$0
State General Fund by:						
Interagency Transfers	0	0	0	0	0	0
Fees & Self-generated	441,805	590,429	590,429	674,606	674,034	83,605



Program Budget Summary

	Prior Year Actuals FY 2023-2024	Enacted FY2024-2025	Existing Operating Budget (EOB) as of 12/01/24	Continuation FY 2025-2026	Recommended FY 2025-2026	Total Recommended Over/(Under) EOB
Statutory Dedications	0	0	0	0	0	0
Federal Funds	0	0	0	0	0	0
Total Means of Finance	441,805	590,429	590,429	674,606	674,034	83,605

Expenditures and Request:

Personnel Services	353,273	476,889	476,889	558,044	558,044	81,155
Operating Expenses	24,243	26,715	26,715	27,287	26,715	0
Professional Services	0	0	0	0	0	0
Other Charges	62,871	85,775	85,775	85,775	85,775	0
Acquisitions & Major Repairs	1,418	1,050	1,050	3,500	3,500	2,450
Total Expenditures & Request	441,805	590,429	590,429	674,606	674,034	83,605

Authorized Positions

Classified	6	6	6	6	6	0
Unclassified	0	0	0	0	0	0
Total Authorized Positions	6	6	6	6	6	0
Authorized Other Charges Positions	0	0	0	0	0	0

Source of Funding

This program is funded with:

- Funds re-classified as Fees and Self-generated Revenues:
 - Motor Carrier Regulation Dedicated Fund Account (R.S. 45:169.1)
 - Utility and Carrier Inspection and Supervision Dedicated Fund Account (R.S. 45:1177).

Adjustments from Existing Operating Budget

General Fund	Total Amount	Table of Organization	Description
0	590,429	6	Existing Operating Budget as of 12/01/2024

Statewide Adjustments

\$0	\$3,500	0	Acquisitions & Major Repairs
\$0	\$6,315	0	Civil Service Training Series
\$0	\$1,867	0	Group Insurance Rate Adjustment for Active Employees
\$0	\$969	0	Group Insurance Rate Adjustment for Retirees
\$0	\$7,781	0	Market Rate Classified
\$0	\$(1,050)	0	Non-Recurring Acquisitions & Major Repairs
\$0	\$26,627	0	Related Benefits Base Adjustment
\$0	\$(5,394)	0	Retirement Rate Adjustment
\$0	\$42,990	0	Salary Base Adjustment
0	83,605	0	Total Statewide
0	0	0	Total Non-Statewide
0	674,034	6	Total Recommended



Fees & Self-generated

Fund	Prior Year Actuals FY 2023-2024	Enacted FY2024-2025	Existing Operating Budget (EOB) as of 12/01/24	Continuation FY 2025-2026	Recommended FY 2025-2026	Total Recommended Over/(Under) EOB
Motor Carrier Regulation Dedicated Fund Account	203,223	227,490	227,490	227,490	227,490	0
Utility and Carrier Inspection/Supervision Ded Fund Account	238,582	362,939	362,939	447,116	446,544	83,605

Professional Services

Amount	Description
Professional Services:	
This program does not have funding recommended for Professional Services	

Other Charges

Amount	Description
Other Charges:	
\$25,000	Enhancements to the PSC Case Management application. The application includes full agency automation and case management functionality. This includes electronic filing of tariffs and applications, electronic routing, and management of dockets, agendas, calendars, hearings, PSC meetings, digital signatures and fees. The system has been designed to facilitate all aspects of electronic filing from the initial application through the complete life of the filing.
\$25,000	SUB-TOTAL OTHER CHARGES
Interagency Transfers:	
\$3,000	Office of Technology Services (OTS) - Postage and Mail Services
\$1,400	Office of Technology Services (OTS) - Email Services
\$1,700	Office of Technology Services (OTS) - Printing services
\$14,993	Office of Technology Services (OTS) - Telephone and Data Services
\$39,682	Rent in State-owned Buildings
\$60,775	SUB-TOTAL INTERAGENCY TRANSFERS
\$85,775	TOTAL OTHER CHARGES

Acquisitions and Major Repairs

Amount	Description
Acquisitions and Major Repairs:	
\$3,500	Replacement of computer equipment and law library reference materials
\$3,500	TOTAL ACQUISITIONS AND MAJOR REPAIRS

Objective: 1583-01 Through the Motor Carrier activity, provide timely service by processing 100% of all applications within 5 days of receipt of complete information.

Children's Budget Link N/A

HR Policies Beneficial to Women and Families Link N/A

Other Links (TANF, Tobacco Settlement, Workforce Development Commission, or Other) N/A

Performance Indicator Name	Actuals FY 23-24	Initially Appropriated FY 24-25	Existing Standard FY 24-25	Continuation Budget FY 25-26	Executive Budget FY 25-26
[K] Percentage of all applications processed within 5 days	100%	100%	100%	100%	100%
[S] Number of applications received	1,727	2,000	2,000	2,000	2,000
[S] Number of registrations processed within 5 days	1,727	2,000	2,000	2,000	2,000



Objective: 1583-02 Through the Motor Carrier activity, achieve a resolution rate of at least 90% of complaints received and investigations conducted by the Division within 45 business days of receipt of complete information.

Children's Budget Link N/A

HR Policies Beneficial to Women and Families Link N/A

Other Links (TANF, Tobacco Settlement, Workforce Development Commission, or Other) N/A

Performance Indicator Name	Actuals FY 23-24	Initially Appropriated FY 24-25	Existing Standard FY 24-25	Continuation Budget FY 25-26	Executive Budget FY 25-26
[K] Percentage of complaints and investigations resolved within 45 days	91.5	90%	90%	90%	90%
[S] Number of complaints received	59	75	75	75	75
[S] Number of complaints resolved	66	68	68	68	68
[S] Average number of days to process complaints	45.1	30	30	30	30

Objective: 1583-03 Ensure that at least 95% of Public Service Commission orders assigned to division will be issued within 30 days of decision.

Children's Budget Link N/A

HR Policies Beneficial to Women and Families Link N/A

Other Links (TANF, Tobacco Settlement, Workforce Development Commission, or Other) N/A

Performance Indicator Name	Actuals FY 23-24	Initially Appropriated FY 24-25	Existing Standard FY 24-25	Continuation Budget FY 25-26	Executive Budget FY 25-26
[K] Percentage of Division orders issued within 30 days	100%	95%	95%	95%	95%
[S] Average number of days to issue orders	2	8	8	8	8
[S] Number of orders issued	87	100	100	100	100

Objective: 1583-04 Through the Motor Carrier activity provide timely service by processing 90% of all pipeline rate increase requests within one year of receipt of complete information.

Children's Budget Link N/A

HR Policies Beneficial to Women and Families Link N/A

Other Links (TANF, Tobacco Settlement, Workforce Development Commission, or Other) N/A

Performance Indicator Name	Actuals FY 23-24	Initially Appropriated FY 24-25	Existing Standard FY 24-25	Continuation Budget FY 25-26	Executive Budget FY 25-26
[K] Percentage of pipeline rate requests completed in one year	101.9	90%	90%	90%	90%
[S] Number of pipeline rate increases received	53	50	50	50	50
[S] Number of pipeline rate requests completed	54	45	45	45	45
[S] Average length of time to complete pipeline rate requests	11.7	14	14	14	14



1584-District Offices

Program Authorization

Constitution of the State of Louisiana, Article IV, Section 21; Louisiana Revised Statutes 36:721; 45:1161 et seq

Program Description

The mission of the District Offices is to provide accessibility and information to the public on regulation as it applies to the services provided the consumer.

The goals of the District Offices Program are:

- I. Provide effective and efficient services to ensure that consumer problems, issues, and complaints are sufficiently monitored and addressed in a timely manner.
- II. Promote fair regulation of the public utilities and common carriers operating in the State of Louisiana.

The District Offices Program includes the following activities:

- Districts One, Two, Three, Four and Five: The Public Service Commission (PSC) regulates 1,000+ public utilities and common carriers and serves over two million direct and countless others who benefit indirectly. The regulation of such public utilities is critical to the economic climate and quality of life for all citizens of Louisiana. The public as well as business and industry has easy access to the services of the PSC via District Offices located strategically across Louisiana. The five elected Commissioners maintain and promote accessibility and information to the public. Accessible, effective and efficient services ensure that consumer problems, issues, and complaints are addressed in a timely manner. The fair, equitable regulation of the public utilities and motor carriers and the service to those companies regulated by the PSC is constant. District Offices work in concert with the PSC Central Office to protect the ratepayer as well as to provide services to the citizens and regulated companies while promoting regulatory balances. Regulatory balance begets safe, reliable, service with reasonable, fair rates to the consumer and allows the utilities an opportunity to earn a fair rate of return on their investment. For over 100 years, the PSC has regulated public utilities and common carriers in a firm but fair manner to ensure that the regulated community is provided the opportunity to earn a fair rate of return and Louisiana consumers enjoy low rates and high quality service.

Program Budget Summary

	Prior Year Actuals FY 2023-2024	Enacted FY2024-2025	Existing Operating Budget (EOB) as of 12/01/24	Continuation FY 2025-2026	Recommended FY 2025-2026	Total Recommended Over/(Under) EOB
Means of Finance:						
State General Fund (Direct)	\$0	\$0	\$0	\$0	\$0	\$0
State General Fund by:						
Interagency Transfers	0	0	0	0	0	0
Fees & Self-generated	2,948,524	3,390,386	3,390,386	3,525,574	3,492,576	102,190
Statutory Dedications	0	0	0	0	0	0
Federal Funds	0	0	0	0	0	0
Total Means of Finance	2,948,524	3,390,386	3,390,386	3,525,574	3,492,576	102,190
Expenditures and Request:						
Personnel Services	2,464,945	2,847,779	2,847,779	2,958,106	2,901,958	54,179
Operating Expenses	362,618	403,108	403,108	411,735	434,372	31,264
Professional Services	0	0	0	0	0	0
Other Charges	104,626	88,818	88,818	88,875	89,388	570



Program Budget Summary

	Prior Year Actuals FY 2023-2024	Enacted FY2024-2025	Existing Operating Budget (EOB) as of 12/01/24	Continuation FY 2025-2026	Recommended FY 2025-2026	Total Recommended Over/(Under) EOB
Acquisitions & Major Repairs	16,335	50,681	50,681	66,858	66,858	16,177
Total Expenditures & Request	2,948,524	3,390,386	3,390,386	3,525,574	3,492,576	102,190

Authorized Positions

Classified	22	22	22	22	22	0
Unclassified	15	15	15	15	15	0
Total Authorized Positions	37	37	37	37	37	0
Authorized Other Charges Positions	0	0	0	0	0	0

Source of Funding

This program is funded with:

- Funds re-classified as Fees and Self-generated Revenues:
 - Utility and Carrier Inspection and Supervision Dedicated Fund Account (R.S. 45:1177)

Adjustments from Existing Operating Budget

General Fund	Total Amount	Table of Organization	Description
0	3,390,386	37	Existing Operating Budget as of 12/01/2024

Statewide Adjustments

\$0	\$66,858	0	Acquisitions & Major Repairs
\$0	\$(56,148)	0	Attrition Adjustment
\$0	\$11,252	0	Civil Service Training Series
\$0	\$10,367	0	Group Insurance Rate Adjustment for Active Employees
\$0	\$2,713	0	Group Insurance Rate Adjustment for Retirees
\$0	\$31,437	0	Market Rate Classified
\$0	\$(50,681)	0	Non-Recurring Acquisitions & Major Repairs
\$0	\$3,564	0	Related Benefits Base Adjustment
\$0	\$570	0	Rent in State-Owned Buildings
\$0	\$(27,266)	0	Retirement Rate Adjustment
\$0	\$78,260	0	Salary Base Adjustment
0	70,926	0	Total Statewide

Non-Statewide Adjustments

\$0	\$25,000	0	Increases in out of state travel for attorneys, auditors, and commissioners to attend federal proceedings, conventions, meetings, and trainings.
\$0	\$6,264	0	Increases in regulatory membership dues, software maintenance, Westlaw online, District Office annual rent increases, server hardware extended maintenance, and the Monroe District Office relocation.
0	31,264	0	Total Non-Statewide
0	3,492,576	37	Total Recommended

Fees & Self-generated

Fund	Prior Year Actuals FY 2023-2024	Enacted FY2024-2025	Existing Operating Budget (EOB) as of 12/01/24	Continuation FY 2025-2026	Recommended FY 2025-2026	Total Recommended Over/(Under) EOB
Utility and Carrier Inspection/ Supervision Ded Fund Account	2,948,524	3,390,386	3,390,386	3,525,574	3,492,576	102,190



Professional Services

Amount	Description
Professional Services:	
This program does not have funding recommended for Professional Services	

Other Charges

Amount	Description
Other Charges:	
\$18,200	Broadcast of the Commissioner's Business and Executive Sessions for the general public unable to attend meetings.
\$1,800	Information Technology system maintenance and support.
\$20,000	SUB-TOTAL OTHER CHARGES
Interagency Transfers:	
\$4,425	Office of Technology Services (OTS) - Email Services
\$1,550	Office of Technology Services (OTS) - Printing Services
\$7,446	Office of Technology Services (OTS) - Telephone and Data Services
\$55,967	Rent In-state Owned Buildings
\$69,388	SUB-TOTAL INTERAGENCY TRANSFERS
\$89,388	TOTAL OTHER CHARGES

Acquisitions and Major Repairs

Amount	Description
Acquisitions and Major Repairs:	
\$16,128	Replacement of computer equipment, software, and office furniture
\$50,730	Replacement of two vehicles
\$66,858	TOTAL ACQUISITIONS AND MAJOR REPAIRS

Objective: 1584-01 Through the District Office activity, ensure that 95% of all complaints that arise between regulated utilities and their customers are resolved within forty-five (45) business days of formal notification to the utility.

Children's Budget Link N/A

HR Policies Beneficial to Women and Families Link N/A

Other Links (TANF, Tobacco Settlement, Workforce Development Commission, or Other) N/A

Performance Indicator Name	Actuals FY 23-24	Initially Appropriated FY 24-25	Existing Standard FY 24-25	Continuation Budget FY 25-26	Executive Budget FY 25-26
[S] Average length of time to process complaints in District 1 (in days)	6.9	6	6	6	6
[S] Average length of time to process complaints in District 2 (in days)	9.5	12	12	10	10
[S] Average length of time to process complaints in District 3 (in days)	25.7	30	30	30	30
[S] Average length of time to process complaints in District 4 (in days)	4.2	10	10	10	10
[S] Average length of time to process complaints in District 5 (in days)	4.5	8	8	8	8
[K] Percent of complaints resolved within 45 business days	91.6	95%	95%	95%	95%
[S] Number of complaints in District 1	1,153	2,050	2,050	2,050	2,050
[S] Number of complaints in District 2	1,346	1,500	1,500	1,500	1,500
[S] Number of complaints in District 3	804	600	600	800	800
[S] Number of complaints in District 4	1,151	1,300	1,300	1,230	1,230
[S] Number of complaints in District 5	2,732	2,500	2,500	2,500	2,500
[S] Total number of complaints received	7,186	7,950	7,950	8,080	8,080



Objective: 1584-02 Through the District Office activity, to maintain a system of regulation of utilities and motor carriers such that no more than two successful legal challenges are made to the orders promulgated by the commission.

Children's Budget Link N/A

HR Policies Beneficial to Women and Families Link N/A

Other Links (TANF, Tobacco Settlement, Workforce Development Commission, or Other) N/A

Performance Indicator Name	Actuals FY 23-24	Initially Appropriated FY 24-25	Existing Standard FY 24-25	Continuation Budget FY 25-26	Executive Budget FY 25-26
[K] Number of successful legal challenges	0	0	0	0	0
[S] Number of orders promulgated	370	275	275	290	290



